Frederick Community College

VIRTUAL PRIVATE NETWORK (VPN) LOGIN INSTRUCTIONS

Version – 1.0

September, 2014

Introduction

Specific staff are granted remote desktop access for job-specific tasks that are not possible through web servers.

Purpose

In order to satisfy audit/compliance requirements for remote access FCC will replace Remote Desktop/Terminal Server access with a VPN connection.

A virtual private network (VPN) is a secure means of communication from staff/faculty at home to FCC computers.

One of the features is two-factor authentication, a second passcode, in order to log in.

Scope

Frederick Community College (FCC) staff/faculty who previously received permission from their VP to remotely access the Terminal Server will use the VPN instead.

Access

A permission form is required to add new users to the access list. Those users also must provide a cell phone number to receive a password via SMS as part of the login process.

Personally owned computers may be used. Versions of the VPN client may be installed on Windows, OS X, iOS, Android, or certain other mobile devices.

Users will login to the VPN client and then run Remote Desktop to login to their office PC. Users will need to remember the name of their PC, such as FCC08935. PCs that are part of the energy-saving plan and shut down at 7:30 or 11:00 pm will not be available once shut down. Staff who only have a mobile device can log in to TS via the VPN.

Installation

The VPN client software, NetExtender, must be installed on a home or mobile computer once prior to use. Installation steps vary by operating system and version. Go to page 3 for Windows installation instructions.

Logging In

Using the NetExtender client to log in is described on page 5.

Windows Installation

The VPN client software, NetExtender, must be installed on a home or mobile computer prior to use. Once it is installed, all you have to do is launch it, log in, and run Remote Desktop.

Prerequisites for Windows Clients:
Windows clients must meet the following prerequisites in order to use NetExtender:
• One of the following platforms:
  – Windows 8.1
  – Windows 8
  – Windows 7 Services Pack 1
  – Windows Vista Service Pack 2 (32-bit & 64-bit)
  – Windows XP Service Pack 3
• To initially install the NetExtender client, the user must be logged in to the PC with administrative privileges.

Run NetExtender-for-Windows.MSI, which was included with these instructions.

Click **Next** at the Welcome screen.
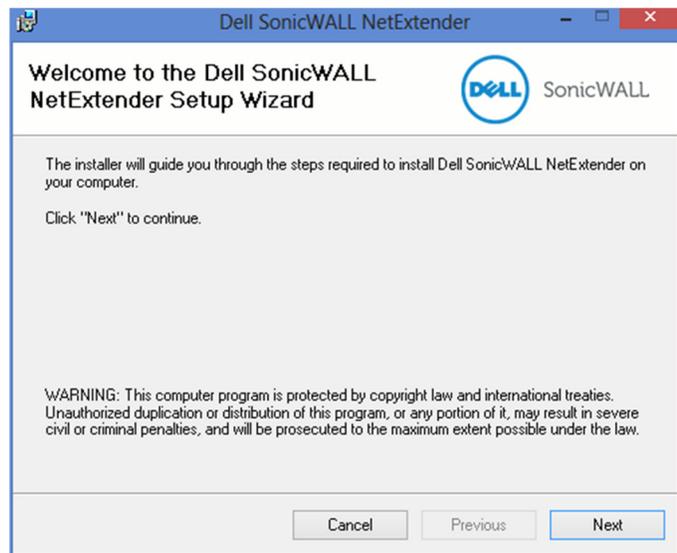
Read the license.
Click **Agree**.
Click **Next**.
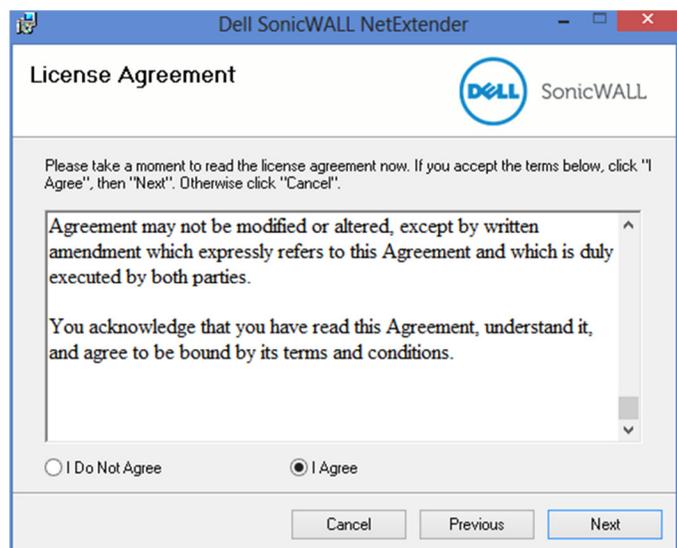
Click **Next** to use the default location to install.
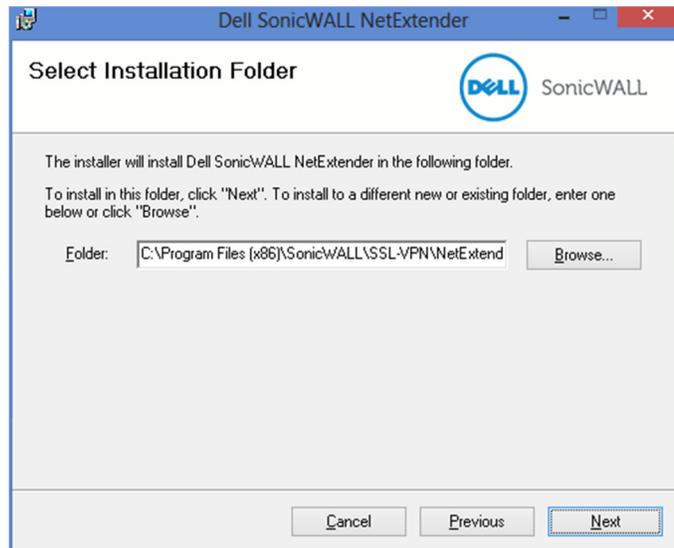
Click **Next** here too.
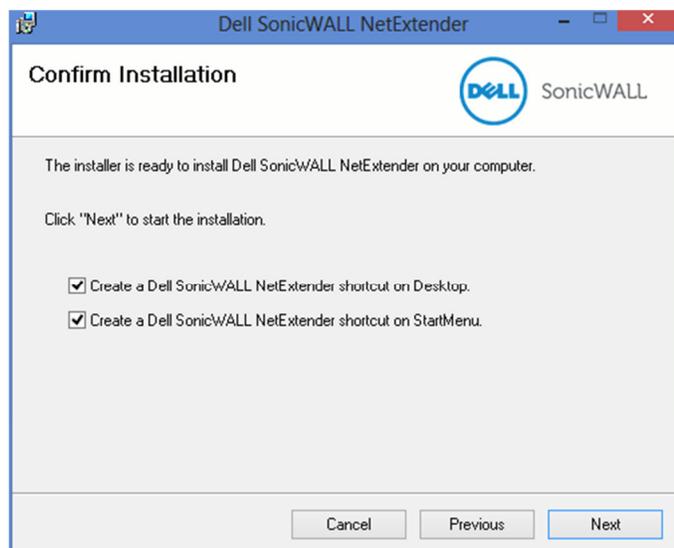
Windows will ask "Do you if you want to allow the following program to make changes to this computer?" The appearance of this window, not shown here, will vary depending on which version of Windows is running.

Make sure the verified publisher is SonicWALL, Inc. Click **Yes**.

The one-time installation is complete.

Click **Close**.

Proceed to the section **Logging in**.
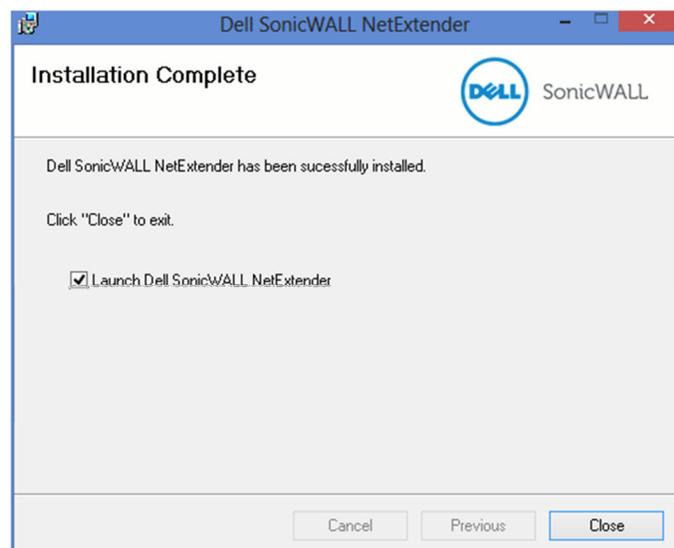
Logging in

If the gray "N" icon is listed along the bottom right side of the Windows desktop,

open the NetExtender VPN client by double-clicking this icon ![N icon].
If that icon is not listed, look in the Start Menu and run Dell SonicWALL NetExtender.

You will see this window.

In the Server field enter **ts.frederick.edu**.

Fill in your network **Username** and **Password** just like you do in your office.

In the Domain field enter **fcc**.

Click **Connect**.

The first time you connect, a Windows Security Alert will ask about the site's certificate. Click **Accept**.
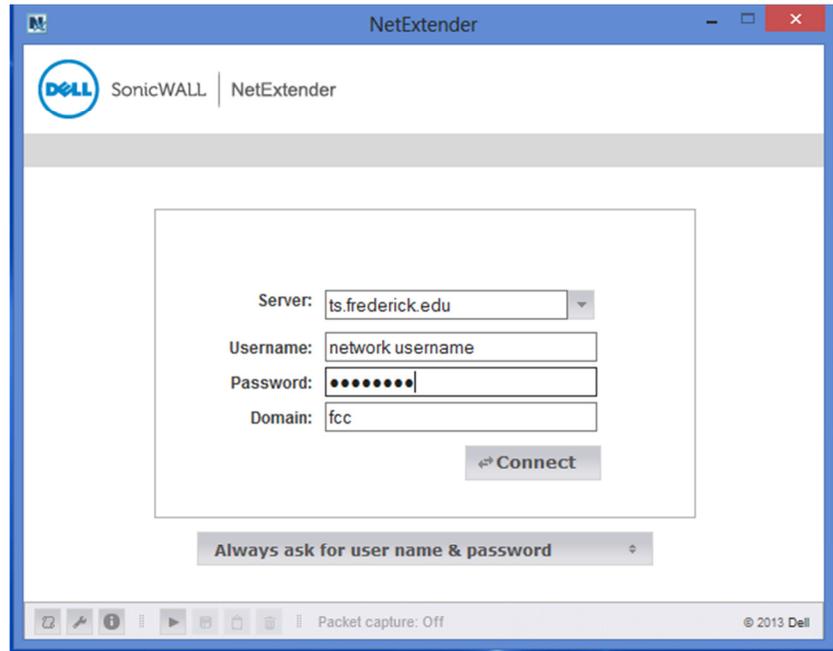
Now you will see this window.

A unique one-time password of eight to ten letters and numbers will be sent via SMS text message from FCCsslvpn@frederick.edu to the phone number you provided to Network Services. Speed of delivery may vary.

Enter the alphanumeric combination. Then click **Ok**.
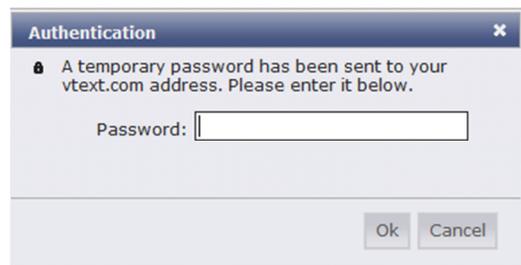
With a successful login the NetExtender window will look like this. The numbers displayed will vary.

If you wonder what **Through-put** shows, it is just a measure of the communications traffic. It does not mean the speed of the Internet connection.
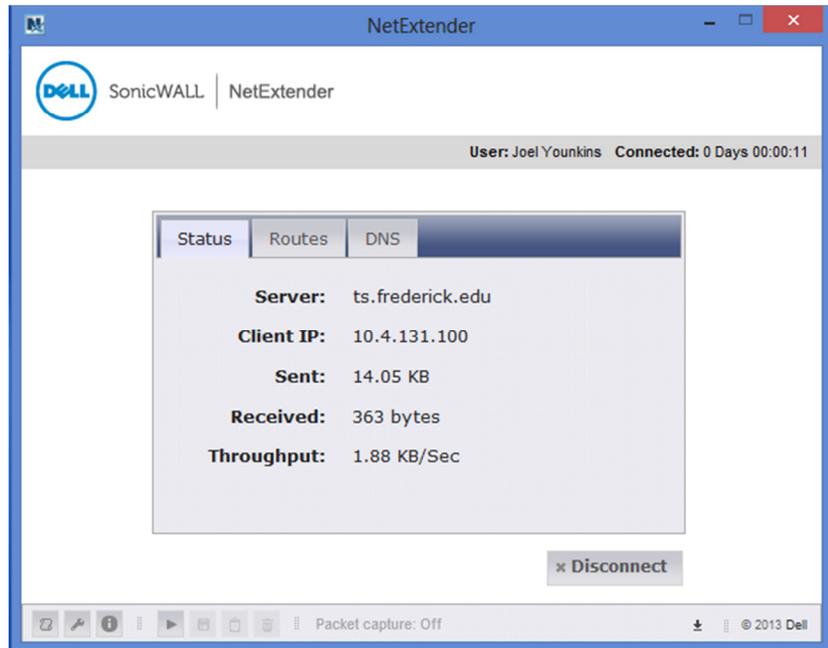
Now you may run **Remote Desktop Connection** as usual.

Enter `ts` in the **Computer** field.

Log in using your network **username** and **password**. For the correct domain, type **fcc\yourusername** in the user name field.
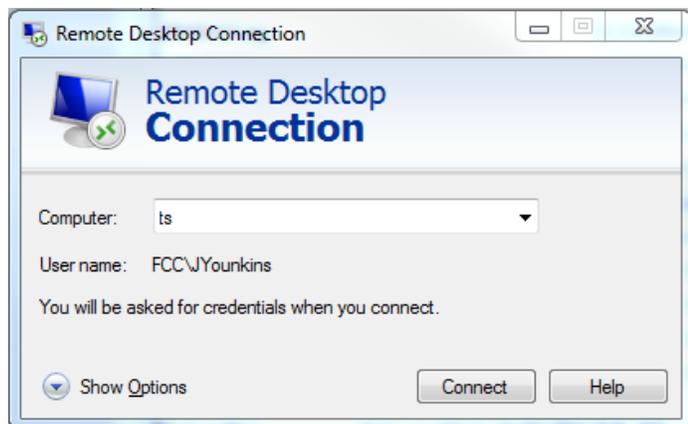
Logging out

Log off of the terminal server.

End the VPN session by clicking **Disconnect** in the NetExtender window. You may then exit NetExtender.